



**LEGAL SERVICES CORPORATION  
Technology Initiative Grant Program  
Client Web Site Evaluation System**

**ACCESS CHALLENGES ASSESSMENT**

**INSTRUMENT**

**Persons with Limited English Proficiency (LEP)**

1. Please identify the native language(s) of the LEP populations for which the state's LSC-funded programs provide language assistance services?<sup>1</sup> Please check all that apply.

Language	Check
Arabic	
Armenian	
Chinese	
Farsi	
French Creole	
Gujarathi	
Hmong	
Japanese	
Korean	
Lao	
Portuguese	
Russian	
Spanish	
Tagalog	
Urdu	
Vietnamese	
Other (Please identify)	

<sup>1</sup> Executive Order 13166 provides valuable information about this issue. The Department of Justice LEP Guidance for Recipients of DOJ funding serves as a model for the guidance documents of other Federal grant-making agencies. See 67 CFR 41455 (June 18, 2002). Recipients of funds from most federal agencies (e.g., HHS, DOJ, DOL, DOEd) are subject to these provisions. On 1/12/04, LSC published a draft program letter on "Services to Clients with Limited English Proficiency." See the LSC Resource Library website ([www.lri.lsc.gov](http://www.lri.lsc.gov)). Updated LEP program letter?

2. What areas of the Web site or Web site materials have been translated to serve those who speak the languages listed in the chart in #1? Please check all that apply.

Language groups: (If more than four, please use additional pages)				
Home page				
Intake information				
Eligibility information				
Links to Legal services groups				
Links to community groups				
Information about substantive law issues				
Court Forms				
Other ( <i>please identify</i> )				

3. What factors have facilitated your ability to develop these materials?

4. What are the major obstacles (aside from insufficient funding) that have limited your ability to include on the Web site more materials in the language(s) identified in question #2 above?

- ☐ Insufficient translation resources
- ☐ Lack of Web site models that address this need
- ☐ Absence of technical assistance needed to develop effective materials
- ☐ Other(s), *please identify*

5. Have you developed partnerships with other legal services providers, social services agencies, community groups, libraries, courts, community technology centers or other entities to increase LEP clients' access to the Web site?

☐ Yes (*Go to question #6*)

☐ No (*Go to question #7*)

6. For each category of partners listed below, please check any of the boxes below that identify the nature and scope of these partnerships.

a. **Other legal services providers (i.e., not funded by LSC)**

☐ Partner provides assistance to program in translating materials

☐ Partner provides assistance to LEP clients accessing internet and using state Web site at LSC grantees' offices.

☐ Partner provides assistance to LEP clients accessing internet and using state Web site at partner's office(s)

☐ Other. Please describe

b. **Social Services Agencies**

☐ Partner provides assistance to program in translating materials

☐ Partner provides assistance to LEP clients accessing internet and using state Web site at LSC grantees' offices.

☐ Partner provides assistance to LEP clients accessing internet and using state Web site at partner's office(s)

☐ Other. Please describe

**c. Community Groups**

- ☐ Partner provides assistance to program in translating materials
  - ☐ Partner provides assistance to LEP clients accessing internet and using state Web site at LSC grantees' offices.
  - ☐ Partner provides assistance to LEP clients accessing internet and using state Web site at partner's office(s)
  - ☐ Other. Please describe
- 

**d. Libraries**

- ☐ Partner provides assistance to program in translating materials
  - ☐ Partner provides assistance to LEP clients accessing internet and using state Web site at LSC grantees' offices.
  - ☐ Partner provides assistance to LEP clients accessing internet and using state Web site at partner's office(s)
  - ☐ Other. Please describe
- 

**e. Courts**

- ☐ Partner provides assistance to program in translating materials
  - ☐ Partner provides assistance to LEP clients accessing internet and using state Web site at LSC grantees' offices.
  - ☐ Partner provides assistance to LEP clients accessing internet and using state Web site at partner's office(s)
  - ☐ Other. Please describe
-

**f. Community Technology Centers**

- ☐ Partner provides assistance to program in translating materials
- ☐ Partner provides assistance to LEP clients accessing internet and using state Web site at LSC grantees' offices.
- ☐ Partner provides assistance to LEP clients accessing internet and using state Web site at partner's office(s)
- ☐ Other. Please describe
- 

**g. Other (Please identify) \_\_\_\_\_**

- ☐ Partner provides assistance to program in translating materials
- ☐ Partner provides assistance to LEP clients accessing internet and using state Web site at LSC grantees' offices.
- ☐ Partner provides assistance to LEP clients accessing internet and using state Web site at partner's office(s)
- ☐ Other. Please describe
- 

**Access Points**

7. Can clients use computers at LSC grantees' offices to access the Web site?

- ☐ Yes (*Go to question #8*)
- ☐ No (*Go to question #9*)

8. Please specify the number of LSC funded offices in the state where clients have this access: \_\_\_\_\_

9. Have you developed partnerships or collaborated with other legal services providers, social services agencies, community groups, libraries, courts, community technology centers or other entities to increase the number of sites with internet access to clients?

☐ Yes (*Go to question #10*)

☐ No (*Go to question #11*)

10. For the category of partners listed below, please check any of the boxes below to identify the nature and scope of the activities undertaken to increase clients' access to the web site.

a. **Other legal services providers (i.e., not funded by LSC)**

☐ Partner(s) informs potential clients about the Web site

☐ Partner(s) distributes promotional materials about the Web site

☐ If partner(s) has (have) a Web site, it includes a link to the grantee's Web site

☐ Partner(s) provides clients access to computers with internet access  
[Number of sites:     ]

☐ Partner assists clients in using the Web site

☐ Other

b. **Social Services Agencies**

☐ Partner(s) informs potential clients about the Web site

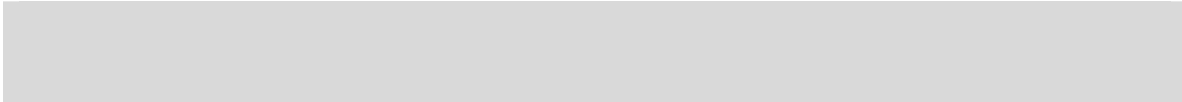
☐ Partner(s) distributes promotional materials about the Web site

☐ If partner(s) has (have) a Web site, it includes a link to the grantee's Web site

☐ Partner(s) provides clients access to computers with internet access  
[Number of sites:     ]

☐ Partner assists clients in using the Web site

☐ Other



c. **Community Groups**

- ☐ Partner(s) informs potential clients about the Web site
- ☐ Partner(s) distributes promotional materials about the Web site
- ☐ If partner(s) has (have) a Web site, it includes a link to the grantee's Web site
- ☐ Partner(s) provides clients access to computers with internet access  
[Number of sites:     ]
- ☐ Partner assists clients in using the Web site
- ☐ Other



d. **Libraries**

- ☐ Partner(s) informs potential clients about the Web site
- ☐ Partner(s) distributes promotional materials about the Web site
- ☐ If partner(s) has (have) a Web site, it includes a link to the grantee's Web site
- ☐ Partner(s) provides clients access to computers with internet access  
[Number of sites:     ]
- ☐ Partner assists clients in using the Web site
- ☐ Other



e. **Courts**

- ☐ Partner(s) informs potential clients about the Web site
  - ☐ Partner(s) distributes promotional materials about the Web site
  - ☐ If partner(s) has (have) a Web site, it includes a link to the grantee's Web site
  - ☐ Partner(s) provides clients access to computers with internet access  
[Number of sites:    ]
  - ☐ Partner assists clients in using the Web site
  - ☐ Other
- 

f. **Community Technology Centers**

- ☐ Partner(s) informs potential clients about the Web site
  - ☐ Partner(s) distributes promotional materials about the Web site
  - ☐ If partner(s) has (have) a Web site, it includes a link to the grantee's Web site
  - ☐ Partner(s) provides clients access to computers with internet access  
[Number of sites:    ]
  - ☐ Partner assists clients in using the Web site
  - ☐ Other
- 

g. **Other (Please identify)** \_\_\_\_\_

- ☐ Partner(s) informs potential clients about the Web site
- ☐ Partner(s) distributes promotional materials about the Web site
- ☐ If partner(s) has (have) a Web site, it includes a link to the grantee's Web site



- ☐ Partner(s) provides clients access to computers with internet access  
[Number of sites:     ]
- ☐ Partner assists clients in using the Web site
- ☐ Other

11. Please describe steps that you have taken to increase access to computers with internet access for clients residing in rural or other geographically isolated areas.

### Literacy

12. Are you trying to develop web site materials that can understood by those with limited reading skills?

- ☐ Yes (*Go to question #13*)
- ☐ No (*Go to question #16*)

13. Are you trying to develop web site materials at a particular reading level?

- ☐ Yes (If yes, please check level below)

9 <sup>th</sup> and Above	
6 <sup>th</sup> to 8 <sup>th</sup>	
5 <sup>th</sup> and Below	

- ☐ No

14. Please describe the steps you have taken to develop Web site materials that can be understood by those with limited reading skills.

15. What factors have facilitated your ability to develop these materials?

16. What are the major non-financial factors that have prevented limited your ability to develop Web site materials that can be understood by those with limited reading skills?  
(Please check all that apply.)

- ☐ Lack of Web site models that address this need
- ☐ Absence of technical assistance needed to develop effective materials
- ☐ Other(s) (Please identify)

17. Please identify the steps taken to ensure clients with limited literacy have the assistance necessary to use the Web site. (Please check all that apply.)

- ☐ in-house support for clients using computers  
hours per week this support is provided \_\_\_\_\_
- ☐ partnerships with groups that provide clients with tutoring or personal support to obtain legal information from the Web site
- ☐ other, please describe:

18. Please describe the steps taken to provide assistance and support to clients who are inexperienced or uncomfortable using computers or the internet.

- ☐ in-house support for clients using computers  
hours per week this support is provided \_\_\_\_\_
- ☐ partnerships with groups that provide clients with tutoring or personal support to obtain legal information from the Web site
- ☐ other, please describe:

**Individuals with Disabilities**

19. Please describe any steps taken to increase the access points available to persons with disabilities (e.g., in-house access points, partnerships with disability rights or community groups)

20. Please describe any steps taken to ensure Web site materials are readily understandable and can be used by individuals with hearing or sight impairments or other disabilities.